

THE TRANSPORTATION LINK

OFFICE OF THE
SECRETARY

U.S.
COAST GUARD

FEDERAL AVIATION
ADMINISTRATION

FEDERAL HIGHWAY
ADMINISTRATION

FEDERAL RAILROAD
ADMINISTRATION

NATIONAL HIGHWAY
TRAFFIC SAFETY
ADMINISTRATION

FEDERAL TRANSIT
ADMINISTRATION

ST. LAWRENCE SEAWAY
DEVELOPMENT
CORPORATION

MARITIME
ADMINISTRATION

RESEARCH &
SPECIAL PROGRAMS
ADMINISTRATION

APRIL 1998



Luz Araoz Hopewell,
Director of the
Office of Small and
Disadvantaged
Business Utilization

This issue has been prepared using personal pronouns such as "our" and "we." Each member of the OSDBU staff contributed to this issue and felt committed to expressing their "personal" commitment to servicing each and every one of you.

Customer Service - Our Pledge to You!

The Office of Small and Disadvantaged Business Utilization (OSDBU) is committed to assisting our small business customers in competing for, and securing, transportation-related contract opportunities.

Contacting the OSDBU's National Information Clearinghouse (NIC) through the toll free number 800-532-1169 is often the first contact point for small business clients. As such, we view it as an essential part of our overall service to you, our customers. The OSDBU office is proud of the fact that the NIC is available to customers 24 hours a day through the toll free number. During the business hours of 9 to 5 (Eastern Standard Time), the NIC is staffed by customer service representatives to answer questions quickly and politely. Beyond that, (after hours, weekends or federal holidays) customers calling the NIC can conveniently leave a voice message request or access our Fax-on-demand service. We respond to voice messages the next business day.

We strive to make the NIC the single point of contact designed to assist clients as much as possible during this first contact with the OSDBU. A customer service representative will respond to your immediate questions, refer you to OSDBU's and other web sites, or the Fax-on-demand service. Over the past year, the NIC customer service representatives have fielded nearly 8,000 phone inquiries. We want to ensure you have access to the answers and program material you need to conduct business at the Federal, state or local levels. If requested, a customer service representatives will mail out available materials within three business days. For specific requests that require the assistance of other OSDBU staff, the NIC customer service representative will ask a few prelim-

continued on page 2



Please cut this
card out for
your reference!



U.S. Department of Transportation

Office of Small and Disadvantaged
Business Utilization (OSDBU)

(800) 532-1169

(202) 366-5338

Fax: (202) 366-7538

How are we doing? How can we improve? These questions are synonymous with "Our Commitment to You." Simply stated: we at the DOT-OSDBU are committed to winning and keeping our customers. The OSDBU staff has run faster, jumped higher, and served your needs better than ever – which is precisely my charter to the entire office.

To continue to be successful, we have always sought the best ways to put our information at your service as conveniently as possible. As a result of this initiative, we have expanded the availability of our services and programs by making OSDBU information available to our customers 24 hours a day by Fax-on-demand and the DOT-OSDBU web-site.

As we take a look at the services provided over the year, your feedback on how you view our efforts would help us evaluate how we are doing. Included in this edition is a short Customer Service Feedback questionnaire which we would ask you to complete and return to us by mail or fax. Your feedback is important. It will identify our strengths and the areas we need to focus on to improve OSDBU's service.

Thank you for taking the time to help us serve you better.

OSDBU Office of Small
and Disadvantaged
Business Utilization

wants to hear from you!! Call us toll-free at 1 800 532-1169 with questions or comments about this newsletter or our website. The Transportation Link's address on the web is: <http://osdbuweb.dot.gov>

How Are We Doing?...What's On Your Mind?

It is important for us to listen to you, the businesses that are our clients, and learn how we might serve you better. To that end, we are asking you to take a minute or two and provide some feedback on what we are doing well and what areas we might need to improve on.

We realize that you are very busy running and expanding your business. Your time is valuable. That's exactly why we need your feedback. Staffing the OSDBU offices, running the programs and answering the phones are dedicated

professionals who are striving to help you grow your business. We need to know how we are doing, so that we can serve you better. The minutes you spend in providing us your feedback may result in helping to grow your business. Please complete the questionnaire form. Your input is valuable to us. Help yourself by helping us.

When completed, please tear the sheet out and fold it so the address on the back shows for mailing. Seal it with tape and mail it back.

*"Your input is
valuable...help
yourself by
helping us."*

Postage is pre-paid. Or, if you prefer, fax it in to 703-848-0804.

This questionnaire is also available on the web at: <http://osdbuweb.dot.gov/crntlink.htm>. Thank you.

Please see form to the right!

Customer Service, continued from page 1

inary questions to determine which of these specialists can most appropriately answer your questions, and then transfer calls accordingly in as few steps as possible.

Our business specialists provide counseling on a wide range of issues including how to market DOT for contracting opportunities; the basic procedures of the procurement process and Government contracting, small purchase procedure, and providing the appropriate points of contact at the Federal, state or local levels. Inquiries on the Bonding Assistance Program, Short-Term Lending Program, dispute resolution and related topics are also addressed by the business specialists. Whatever the question, OSDBU's busi-

ness specialists are committed to responding to inquiries with courteous and prompt service within one business day.

While the NIC is available to clients 24 hours a day, the most efficient and timely way to provide you with information is through the various electronic media that OSDBU supports. The growing use of electronic media is fast becoming commonplace with clients. The DOT-OSDBU web site (<http://osdbuweb.dot.gov>) is packed with transportation-related information on programs, contract opportunities, outreach activities and related websites - all updated frequently. Web site visitors learn about the OSDBU programs, download forms and applications to their own computers, read the latest copy of *The*

fax machine, can access OSDBU's Fax On-Demand system. For all information that is requested frequently, this automated fax system allows you to quickly receive the appropriate documentation. The system is very user friendly and material is normally faxed back to you within a few minutes.

All of the information is also available in paper, or book format and is updated at least quarterly. The Marketing Information Package, DOT Procurement Forecast and other documents are packed full of information about OSDBU's programs and contracting opportunities.

Feedback on your experiences with the OSDBU is important and welcomed. To find ways to improve our service, a customer service feedback questionnaire is included in this newsletter. Please take the time to fill it out and either fax or mail it back to us.

For additional information, please visit the DOT-OSDBU web site at osdbuweb.dot.gov. Call the NIC or Fax-on-demand system at 800-532-1169. Our mail address is: DOT-OSDBU, 400 Seventh Street SW, Room 9414, Washington, DC 20590. Our fax number is 202-366-7538.

Fax On-Demand service: (800) 532-1169, dial 1
OSDBU Web Site: <http://osdbuweb.dot.gov>
U.S. DOT Web Site: <http://www.dot.gov>

U.S. Department of Transportation
Office of the Secretary
Office of Small and Disadvantaged Business Utilization
400 Seventh Street, S.W.
Room 9414
Washington, D.C. 20590

Transportation Link newsletter, access late breaking news and search the database for contract opportunities.

Customers who do not have computer access, but have a

CUSTOMER SERVICE FEEDBACK QUESTIONNAIRE

The staff of the Office of Small and Disadvantaged Business Utilization (OSDBU) would like to know how well we are serving our customers. Please take a few minutes to complete our questionnaire. The information you provide will be used to evaluate and improve services.

Please return this questionnaire to: DOT-OSDBU c/o BTI, 1749 Old Meadow Road, Suite 500, McLean, VA 22102 or fax it to (703)848-0804 (Attn: DOT-NIC Staff).

Communication With the National Information Clearinghouse (NIC)

1. Where did you hear about the NIC?

- ☐ Web Site ☐ Marketplace ☐ Conferences ☐ US DOT
☐ State/Local DOT ☐ News Letter ☐ Workshops
☐ Phone Book ☐ Other Federal Agency ☐ Other _____

(Please answer the following questions by filling in the appropriate oval.)

2. The NIC was easily accessible through the toll free number (800-532-1169).
 3. I received courteous service from the NIC representative.
 4. The NIC representative was able to answer my questions.
 5. The NIC representative forwarded me to staff who could answer my questions.
 6. The NIC representative sent the requested materials within 3 business days.
 7. Overall, the NIC representative provided me with timely and courteous service.

Yes No N/A

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Use of Electronic Media

8. I found the information I needed on the OSDBU web site.
 9. I use the web site _____ times per month. (Please insert number.)
 10. The web site is user friendly/easy to use.
 11. Information from the Fax on Demand service has been helpful.
 12. The Fax on Demand system is user friendly/easy to use.

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Communication With the OSDBU Business Specialist

13. The Business Specialist was able to answer my questions.
 14. The OSDBU programs were explained to me clearly by the Business Specialist.
 15. If the Business Specialist was not immediately available, they returned my call within one business day.
 16. The Business Specialist was courteous.

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Your Experience With Our Written Materials

17. The *Transportation Link* newsletter provides me with valuable information that is pertinent to my business needs.
 18. The *Marketing Information Package* contains information that is helpful in my efforts to market my small business within DOT.
 19. The *Procurement Forecast* provides me with useful contract information.
 20. Other written materials supplied by the OSDBU office assist me in my efforts to participate in transportation related contracting opportunities.

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COMMENTS AND SUGGESTIONS (please cite the question number and then provide your comments.)

Mail Instructions

- ▶ To insure delivery, please tape over the arrows indicated below.
- ▶ Please fold this flap in first.



fold here

fold here



U.S. DOT - OSDBU: At Your Service 24 Hours a Day

Did you know your business can obtain information and services from OSDBU 24 hours a day, every day of the year via the Internet at our OSDBU web site, <http://osdbuweb.dot.gov>? As a service to the businesses we support, OSDBU provides over 500 web-pages on a wide range of information essential to small, women-owned and disadvantaged businesses. The OSDBU web site is a dynamic Internet location, continuously being updated. We especially keep phone numbers and addresses current for the important points-of-contact you need to do business with DOT. We are also adding email addresses as they become available for ease of communications and other links to web locations of interest to our visitors.

Another recent addition to the OSDBU web site is a file download page. At this location, applications may be obtained for the OSDBU Short Term

Lending Program (STLP) and the Bonding Assistance Program (BAP). Both applications may be copied to your computer and printed in a variety of formats. We recommend that you first review the information about the programs at <http://osdbuweb.dot.gov/mip.htm> under the title: DOT Assistance Programs. You can then link to the page with the applications at <http://osdbuweb.dot.gov/docs/index.cfm> and select whichever format you require.

Businesses should continue to search the OSDBU Procurement Forecast page at <http://osdbuweb.dot.gov/consolic.htm> to obtain the latest information about upcoming DOT contract opportunities. You can focus on the opportunities that best match your company's qualifications and business areas by using our search engine to sort through our database at <http://osdbuweb.dot.gov/cfapps/procure/procure.cfm>. The capa-

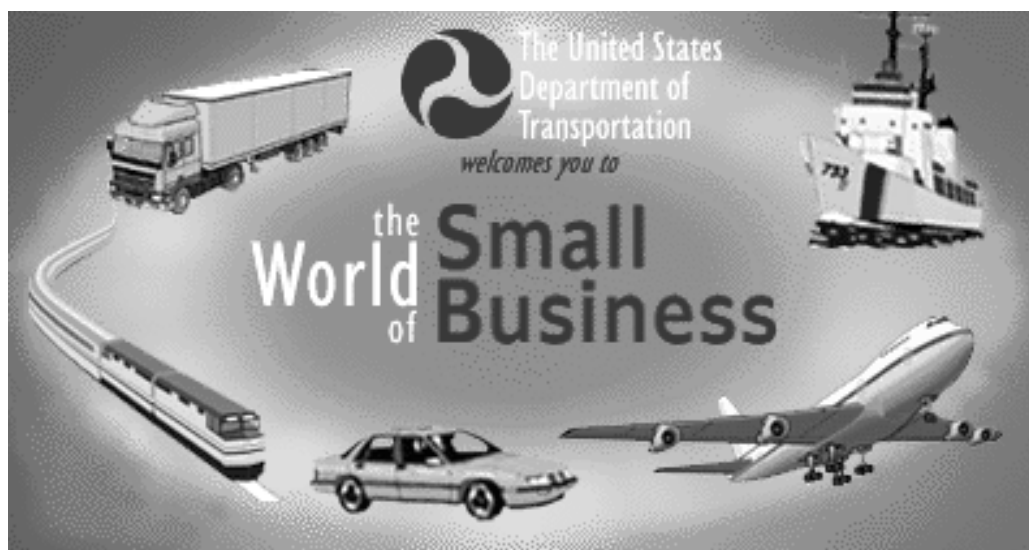
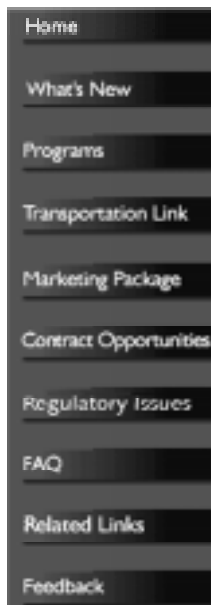
bilities to search the procurement database have recently been improved, making custom search requests run more rapidly.

The OSDBU web site also provides customers with a forum to reach us directly. Your requests, comments on our programs and suggestions for improving our service can be sent directly to <http://osdbuweb.dot.gov/feedback.htm>. We encourage you to submit your questions and we welcome your feedback.

For additional information specifically on the OSDBU website, please contact the Webmaster, Kevin McCormack, at kmccormack@basetech.com. Mail may be sent to Base Technologies Inc., 1749 Old Meadow Road; Suite 500, McLean, Virginia 22102. Phone inquiries may be directed to 703-848-2400, and fax to 703-848-0804.



OSDBU Office of Small and Disadvantaged Business Utilization



*The DOT-OSDBU Web Site Home Page
<http://osdbuweb.dot.gov>*

Transportation Secretary Rodney Slater's Statement on the Senate Passage of the ISTEA Reauthorization

"One year ago today, President Clinton proposed NEXTEA, our plan to reauthorize ISTEA's vital transportation programs. In a strong, bipartisan vote this afternoon [March 12], the Senate passed an ISTEA reauthorization bill which reflects most of the high priorities the President set forth a year ago. Now the focus shifts to the House, where I hope it will act quickly to move a bill to the President's desk that keeps America moving.

I commend the Senate for its swift action. In particular, I want to recognize the outstanding efforts of Senators Lott, Daschle, Baucus, Byrd, Chafee, D'Amato, Domenici, Gramm, Hollings, Lautenberg, McCain, Sarbanes, and Warner.

This bill maintains the original ISTEA legislation's commitment to a balanced transportation system, continuing core highway programs while strengthening support for transit and intermodal projects.

This bill protects American's health and safety. It includes a tough, new .08 BAC national standard for drunk driving and incentive programs for seat belt use. It expands proven strategies to protect public health and the environment, such as the Congestion Mitigation and Air Quality Improvement Program.

The Senate's bill helps to expand opportunity for all Americans. It maintains a strong disadvantaged business enterprise program, and creates a new program to help those making the transition from welfare rolls to payrolls get to where the jobs are.

The original ISTEA legislation expired last year, and Congress resuscitated it with a six-month extension. That extension is now on life support, and expires in just seven weeks. Its lapse would have serious consequences, shutting down safety programs and highway construction projects around the country. I hope the House will act swiftly to pass its ISTEA reauthorization bill, and that Congress will send a bill to the President to ensure that these crucial programs continue."

For the latest information on the ISTEA reauthorization bill, or the Disadvantaged Business Enterprise (DBE) program, please visit the OSDBU web site ISTEA information page at: <http://osdbuweb.dot.gov/istea.htm> or the DOT public affairs web site at: <http://www.dot.gov/briefing.htm>. The point of contact at DOT-OSBDU is Mr. Jerry Franco at 800-532-1169, or e-mail at jerryfranco@ost.dot.gov.



Follow the Money...



Mesa Falls Highway, Targhee National Forest, Fremont County

This solicitation consists of 25.76 kilometers of grading, base, paving and drainage. Project includes: construction survey/staking, schedules for construction; contractor sampling/testing; 36,032 metric ton hot asphalt concrete pavement; 48,000 or 151,000 cu meter cold recycled asphalt base course; 60

hectare clearing/grubbing; 183 sq meter sidewalk; 5 kilometer dust palliater; 86,000 metric ton emulsified asphalt treated base; 960 meter culvert; 55 meter structural plate structure; 3,700 meter silt fence; 213,700 cu meter excavation; 1,800 cu meter watering, 400 meter guardrail; 313,000 sq meter topsoil; 4 ca stone masonry headwall; 88 sq meter (2) rock-faced headwall; 2000 hr flagger, 500 hr pilot car, 94,000 meter pavement markings; 320 slurry

units seeding/mulching; and other smaller items of work. This project is located approximately 10 kilometers northeast of Ashton, Idaho. Preliminary plans were issued in October 1997 with solicitation documents available in Spring 1998. The estimated cost range of this project will be between \$2.5 - \$5.0 million.

For additional information, please contact Julie McTaggart, U.S. Federal Highway Administration, at (360) 696-7520, or email at contracts@wfl.fha.dot.gov. You may access their web site at <http://www.wfl.fha.dot.gov/edi/>.

OSDBU Program Information . . . "Just the Fax, Please!"

To better serve you, DOT-OSDBU provides contracting information and program applications by request, conveniently faxed to your home or office. This service, called Fax On-Demand, is especially popular with businesses who have a fax machine, but who may not have Internet access to the OSDBU web site.

There are 57 documents in the system available for request. The documents are continually updated to provide you with the latest information. In addition to point-of-contact listings, program fact sheets and applications, the Fax On-Demand system contains DOT Procurement Forecast information grouped by requirement or region. The latest copy of the *Transportation Link* is available

also via Fax On-Demand well before the printed version is delivered by mail.

If you have experienced difficulty in obtaining Fax On-Demand documents in the past, please try again now, as recent program improvements should make getting information easier and faster than before. Additionally, if you have received copies of Fax On-Demand material several months ago, please request a new copy of the catalog, and request updated documents. A tip on usage: demand for services peaks during daytime business hours (Eastern Standard Time) on Monday through Friday, so time your requests outside of those hours for the quickest response.

Below is a listing of the documents in the Fax-On-Demand catalog. Doc-

uments 100-115 are the most popular regarding the OSDBU programs. Included on this list is a recent addition, the information sheet on the Small Business Innovation Research (SBIR) program. To obtain this document (#115), the catalog of all documents (#100) or any of the documents listed here, call the Fax On-Demand system at 800-532-1169 or 202-366-2883.

For additional information specifically on the OSDBU Fax On-Demand, please contact Calvin Toler at ctoler@basetech.com. Mail may be sent to Base Technologies Inc., 1749 Old Meadow Road, Suite 500, McLean, Virginia 22102. Phone inquiries may be directed to 703-848-2400, and fax to 703-848-0804.

fax *On Demand*

...a service provided by DOT OSDBU
visit our web site at <http://osdbuweb.dot.gov>

- 1** Pick up to 5 documents you would like to receive from the Fax-on-Demand catalog below.
- 2** Make note of the corresponding code for each document.
- 3** Dial 202-366-2883 or 800-532-1169 and enter the codes as instructed.
- 4** During the hours of 9 am to 5 pm EST or during periods of high phone usage, the faxes may be sent after hours.

Fax-on-Demand Catalog

CODE	DOCUMENT	CODE	DOCUMENT	CODE	DOCUMENT
100	Catalog of Fax-On-Demand Documents (1)	114	DOT Disadvantaged Business Enterprise Program (2)	219	Industrial Supplies (3)
101	DOT Short-Term Lending Program Fact Sheet (4)	115	DOT-SBIR Program (2)	220	Management Services (1)
102	DOT Bonding Assistance Program Fact Sheet (5)	Procurement Forecast FY98		221	Manufacturing (1)
103	Short-Term Lending Program Application (11)	200	Architectural and Engineering Services (8)	222	Office Furniture (1)
104	Bonding Program Application (32)	201	Business Services (6)	223	Recreational Services (1)
105	The Transportation Link - current monthly newsletter (4 or 8 depending upon issue)	202	Commercial Equipment (5)	224	Repair Services (24)
106	OSDBU Contractor Registration Form (2)	203	Computer and Peripherals (1)	225	Services (not listed) FHWA (30)
107	US DOT Overview (1)	204	Computer Related Services (4)	226	Services (not listed)
108	OSDBU Overview (2)	205	Construction Materials (1)		Other Administrations (17)
109	OSDBU Directors (5)		Construction:	227	Supplies (not listed) (7)
110	U.S. Government SBA's Section 8(a) Program (3)	206	FHWA (21)	228	Transportation Services (1)
111	DOT HQ Small Business Specialists (2)	207	Maritime (1)	FAA	
112	DOT HQ Simplified Acquisitions Procedure Officials (1)	208	USCG, Atlantic (4)	300	Headquarters (2)
113	Liaison Outreach and Services Program (LOSP) Directors (2)	209	USCG, Pacific (5)	301	Alaska Region (2)
		210	USCG, Miami (8)	302	Southwest Region (9)
		211	USCG, Cleveland (12)	303	Northwest/Mountain Region (9)
		212	USCG, Honolulu (2)	304	Southern Region (7)
		213	USCG, Oakland (12)	305	Great Lakes Region (13)
		214	USCG, Providence (13)	306	Eastern Region (7)
		215	Education Services (1)	307	Western Pacific Region (8)
		216	Engineering Services (21)	308	Central Region (12)
		217	Environmental Services (1)	309	New England Region (18)
		218	Industrial Equipment (2)	310	Aeronautic Center (2)
				311	Technical Center (4)

Email News: from OSDBU to You

More and more businesses are discovering the convenience and speed of using email to communicate. In response to this trend, OSDBU is in the process of acquiring and installing a new computer server specifically designated for email communication with customers who subscribe to the service.

Once the system is ready to use, we will announce it on the What's New page on the OSDBU web site. There will be a link in the announcement that will open an email message box. Simply enter the message: "Subscribe" in the email and send it. You will automatically be entered in our list of email recipients. As OSDBU news items occur, we will send them out to you automatically to subscribers by email.

For additional information on the new OSDBU email message system, please contact the Webmaster, Kevin McCormack, at kmccormack@basetech.com. Mail may be sent to Base Technologies Inc., 1749 Old Meadow Road; Suite 500, McLean, Virginia 22102. Phone inquiries may be directed to 703-848-2400 and fax to 703-848-0804.

CALENDAR OF EVENTS OF INTEREST TO M/WBES APRIL/MAY 1998

Date	Event	Location	Contact
April 16-19	Annual Meeting 1998 , Sponsored by the National Hook-Up of Black Women, Inc.	Joliet, IL	Helen McKenzie (773) 667-7061 or Fax: (773) 667-7064
April 21	8th Annual Small Business Networking Event , Sponsored by University of Southern California, Small Business Development Office	Los Angeles, CA	Mike Liwski (213) 743-4083 http://www.usc.edu/dept/sbdo
April 28	OSDBU Transportation Marketplace (email at susan.bowser@ost.dot.gov)	New York, NY	Susan Bowser (202) 366-5577 (800) 532-1169
April 28-29	Indiana Business Opportunity Fair , Sponsored by the Indiana Regional Minority Supplier Development Council	Indianapolis, IN	Robert Staton (317) 923-2110
April 29-May 1	Minority Market Place '98 , Sponsored by the Mid-South Minority Business Council, Inc.	Memphis, TN	Bernard Turner (901) 678-2388
April 30	NADCO Annual Meeting	Clearwater Beach, FL	Steve Price (801) 524-3215 Email: steven.price@sba.gov
May 4-6	Virginia Business Opportunity Fair , Sponsored by Virginia Regional Minority Supplier Development Council	Richmond, VA	Helene Vango (804) 780-2322
May 5	Ft. Campbell Contracting Opportunities Day	Fort Campbell, KY	Connie Lee (502) 798-7813
May 7	Showcase '98 , Sponsored by Northwest Minority Supplier Development Council	Seattle, WA	Kathryn Kurtz (206) 441-9558
May 11-13	Arkansas Minority Business Opportunity Fair , Sponsored by the Arkansas Minority Supplier Development Council, Inc.	Little Rock, AR	Charles King (501) 374-7026
May 12	8th Annual Procurement Opportunities Conference & Exposition '98 , Sponsored by the Federal Small Business Technology Council	Upper Marlboro, MD	Bob Jeffers (301) 206-2940

<http://osdbuweb.dot.gov>

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Office of the Secretary of Transportation
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Address Correction Requested